



CITY OF HOUSTON

Job Posting

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Applications accepted from:

Job Classification

Posting Number

Department

Division

Section

Reporting Location

Workdays & Hours

ALL PERSONS INTERESTED

SENIOR DISPATCHER

PN# 104493

Department of Public Works & Engineering

Public Utilities Division

Utility Maintenance Branch

611 Walker*

Various Shifts and Holidays*

*Subject to change

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DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

Performs communication duties, including informing field personnel of service calls requiring immediate response or other special handling. Accepts and processes instructions and/or questions from mobile field units and supervisors. Answers more serious complaint and distress calls forwarded from field personnel; determines priority of each call. Locates complaint site and appropriate field personnel and transmits necessary information by way of radio and/or computer communications. Requests Street Cut and other applicable permits. Enter information in the ETS database. Updates work order status and costing information in the Infrastructure Management System (IMS) work order system. Maintains radio contact with units to monitor field personnel's locations and activities during involvement with the complaint.

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WORKING CONDITIONS

This position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials up to 10 pounds. There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions.

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MINIMUM EDUCATIONAL REQUIREMENTS

High School diploma or GED.

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MINIMUM EXPERIENCE REQUIREMENTS

One (1) year of experience as a dispatcher or work in a clerical/telephone or radio/telephone operation is required.

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MINIMUM LICENSE REQUIREMENTS

A valid Texas Driver's License and compliance with the City of Houston's policy on driving (AP 2-2).

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PREFERENCES

Preference will be given to applicants with prior experience working in a central dispatching environment. Knowledgeable in Infrastructure Management System (IMS) or a work order tracking system application and Microsoft Office applications (Word, Access, PowerPoint, Excel and Outlook).

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SELECTION/SKILLS TESTS REQUIRED

However, the Department may administer a skill assessment evaluation.

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SAFETY IMPACT POSITION Yes ☒ No ☐

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

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SALARY INFORMATION

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range - Pay Grade 12

\$789 – 1,055 Biweekly

\$20,514 - \$27,430 Annually

18 **OPENING DATE** May 11, 2005

19 **CLOSING DATE** May 17, 2005

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APPLICATION PROCEDURES

Original applications and resumes only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1st Floor. Successful candidates will be notified of their application status. TDD (Telephone Device for the Deaf) telephone number is (713) 837-9496. **All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.**

An equal opportunity employer